



OKLAHOMA NATIONAL GUARD  
**JOINT FORCE HEADQUARTERS**  
3501 MILITARY CIRCLE  
OKLAHOMA CITY OK 73111-4398  
(405) 228-5000 OR DSN 628-5000

OKDCSPER-FPS

13 September 2005

MEMORANDUM FOR Families of Deployed Soldiers and Airmen

SUBJECT: Family Assistance Center Support Information for Families (Update)

1. **PURPOSE:** The purpose of this memorandum is to provide an update of information to family members who have a loved one mobilized with Joint Task Force (JTF) Orleans – Oklahoma. Family Assistance Centers (FAC) are located in Tulsa (918-832-6543/6536), Oklahoma City (405-228-5841/5389/5591), Lawton (580-595-4455) and at the Tulsa Air Guard Base (918-833-7732) and the OKC Air Guard Base (405-686-5683). FAC support is available 24 hours each day. If you call a FAC and the voice mail comes on, listen further for the number to make emergency 24 hour contact.

2. **APPLICABILITY:** This information is for families of soldiers and airmen of the Oklahoma Army and Air National Guard.

3. **GENERAL PAY AND ALLOWANCES INFORMATION:**

A. The federal government has granted "Title 32" status to guard members serving in Katrina operations, a designation that allows them to receive federal pay and benefits. Benefits include such things as a housing allowance and a subsistence allowance for meals and related necessities. Soldiers who suffer injuries during their deployment are also eligible for federal benefits.

4. **TRICARE:**

A. **TRICARE Options For Family Members of Deployed Hurricane Katrina Soldiers:**

1) All dependents who are enrolled in DEERS are currently in TRICARE Standard, starting from the first day of the sponsor's orders. TRICARE Standard carries a cost share.

2) **TRICARE Standard Cost Share:** Annual Deductible, depending on your status, is \$50-\$300.00 (Based on Rank of Sponsor) Cost share of visits and procedures is 20% ONCE DEDUCTIBLES HAVE BEEN MET.

3) **TRICARE Prime:** No cost-shares/co-pays, however, you will be assigned a Primary Care Manager and will have to use assigned physicians.

4) To Enroll in TRICARE Prime, fill out the DD Form 2876 (attached) and fax to 1-866-836-9535. If this is completed and submitted to the TRICARE office before the 20<sup>th</sup> of the September, your TRICARE Prime date will start on the first day of October. If received after the 20<sup>th</sup> of September, it will not start until the first of November.

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5) You may also fill out the form online by this link: <http://www.humana-military.com/south/bene/TRICAREResources/forms/BeneForms.htm> (Copy and paste into your browser). Furthermore, the TRICARE Prime Enrollment Application and PCM Change Form is available in PDF format at: <http://www.ond.state.ok.us/FamProg/> , just visit the Hurricane Katrina Support link, located in the center of the web page and highlighted in red. Any family member who does not have access to the internet may call a FAC, listed above in paragraph 1, and request a copy be mailed directly to them.

6) If you are unable to fax the form in, you may drop off the completed form at the nearest TRICARE Service Center:

Tinker AFB	Beneficiary Counseling & Assistance Coordinator (BCAC)
Ms. Jan Mueller Alternate Phone: 405-734-2614 DSN: 884-2614 Fax:405-734-5405 E-mail: <a href="mailto:jan.mueller@tinker.af.mil">jan.mueller@tinker.af.mil</a>	
Vance AFB	Beneficiary Counseling & Assistance Coordinator (BCAC)
Ms. Sharron Schaefer Alternate Phone: 580-213-6343 DSN: 448-6343 Fax:580-213-7959 E-mail: <a href="mailto:sharron.schaefer@vance.af.mil">sharron.schaefer@vance.af.mil</a>	
FT. Sill	Beneficiary Counseling & Assistance Coordinator (BCAC)
Ms. Pauline Mitchell Alternate Phone: 580-458-2483 DSN: 866-2483 Fax:580-458-2165 E-mail: <a href="mailto:pauline.mitchell@cen.amedd.army.mil">pauline.mitchell@cen.amedd.army.mil</a>	
Mr Charles Newsome Alternate Phone: 580-458-3161 DSN: 866-3161 Fax:580-458-3261 E-mail: <a href="mailto:charles.newsome@cen.amedd.army.mil">charles.newsome@cen.amedd.army.mil</a>	
Altus AFB	Beneficiary Counseling & Assistance Coordinator (BCAC)
TSgt Conrad Love Alternate Phone: 580-481-5383 DSN: 866-5382 Fax:580-481-5318 E-mail: <a href="mailto:Conrad.Love@altus.af.mil">Conrad.Love@altus.af.mil</a>	



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7) Or mail to:

Humana Military Healthcare Services  
ATTN: PCN Bank  
PO Box 105838  
Atlanta, GA 30348-5838

8) If a dependent has not been enrolled in DEERS, the family member may contact the Personnel Services Branch (ID Card Section) at 405-228-5645 for instructions on correcting the information.

5. ID Cards:

A. If families possess a current valid reserve dependent ID card, there is no need to have an ID card made. However, if the dependent does not have a current ID card or the family member is not currently in DEERS, this will have to be corrected.

B. If a family needs to get an ID card, they will need to call one of the following Military ID Card locations:

OKC-OMD	(405) 228-5645
OKC-Tinker	(405) 739-7646
OKC-Tinker Reserve Center	(405) 734-7492
OKC-Navy Personnel Office	(405) 739-3178
OKC-Navy Reserve Center	(405) 737-6099
OKC-Army Reserve Center	(405) 419-8363
OKC-Air Guard Base	(405) 686-5212
Tulsa -Air Guard Base	(918) 833-7206
Navy & Marine Reserve	(918) 258-7822
Camp Gruber	(918) 487-6007
McAlester AAP	(918) 420-6375
Vance AFB	(580) 213-7500
Lawton/Ft Sill	(580) 442-1573
Altus	(580) 481-6320

C. Family member will need to call the ID card location prior to going there and make sure they have the following documentation:

- 1) Marriage License
- 2) SSN card
- 3) Birth Certificate
- 4) SSN of the Sponsor

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6. Orders:

A. Family members needing a copy of their service members orders may contact the nearest armory and request a printed copy from the full time personnel at the armory. Families may call a FAC, as listed above in paragraph 1, for information on the nearest available armory.

7. MAIL DELIVERY:

A. The address for mailing letters to our soldiers in Louisiana is as follows:

JTF Orleans - Oklahoma  
Soldier' Unit  
Rank, Last Name, First Name  
3501 Military Circle  
Oklahoma City, OK 73111-4398

B. To ensure both the force protection of our ANG aircrews and our soldiers' the following process guidelines are in force concerning care packages being sent into the New Orleans Parish AO:

1) Care packages will only be accepted from immediate family of soldiers.  
2) Care package contents must not include items listed as prohibited items on The Attached "Prohibited Contents List." (for handling purposes, it is preferred that care packages be no larger than 12" x 12" x 20").

3) Immediate family members who wish to send care packages must hand deliver their Package to the nearest Armory or Joint Force Headquarters (JFHQ) at 3501 Military Circle in Oklahoma City. If family members come to the JFHQ they will be asked by the Security Police Force to park their vehicle to the side of the main security gate and their package will then be physically and visually inspected to verify compliance with the Prohibited Contents List inside the air-conditioned main gate house. The inspection will be conducted in the presence of the family member and then sealed in their presence as well. Once the care package is sealed the family member will be asked to sign and/or write a short note with a permanent marker over the seal of their package. If the family member refuses to allow the inspection they will be asked respectfully to depart the JFHQ with their package. If family members want to take their care package to the nearest armory, they should call first to verify the availability of Full Time Support (FTS) personnel at the armory and then will be subject to the same procedures listed above. The FTS are responsible for transport of the packages to JFHQ. Families may obtain phone numbers for the nearest armory by calling FAC personnel as listed above in paragraph 1. A copy of the Prohibited Contents List is available at:

<http://www.ond.state.ok.us/FamProg/>, just visit the Hurricane Katrina Support link, located in the center of the web page and highlighted in red. Any family member who does not have access to the internet may call a FAC, listed above in paragraph 1, and request a copy be mailed directly to them.



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4) Once the care package is inspected, sealed, and marked by the family member the package will be stored and then taken to JFHQ certified mail handlers who will transport, load, and accompany care packages on daily Air National Guard (ANG) C-130 aircraft logistic and passenger transport missions.

5) Once care packages are delivered and under the direct control of TF Oklahoma personnel, further care package onward movement to soldiers will be the responsibility of TF Oklahoma leadership.

8. JAG OFFICE (Legal)

A. For those soldiers activated in support of Hurricane Katrina under either State Active Duty(SAD) or Title 32 orders, they are protected under the Soldiers and Sailor's/Servicemember's Civil Relief Act and Re-employment Rights Act as adopted by Oklahoma under state law. Some of those rights include but are not limited to protection from eviction or foreclosure, staying of legal proceedings, termination of residential leases, reduction of interest rates to 6%. With regard to the reduction of interest rates be advised that it should apply, however, the provisions of the act would be considered state and not federal law for purposes of our soldiers under SAD or title 32, Since federal law supersedes state law, a legal question exists as to whether a bank which is governed under federal law is required to honor the state law 6% provision. It has never been tested in the courts. Since most creditors and banks probably would not pick up on the Title 10/Title 32 difference and there is no legal case saying it can't be done, the recommendation to go ahead and send in the request to reduce the interest. For assistance or questions, contact the JAG office at (405) 228-5301.

9. AMERICAN RED CROSS MESSAGES:

A. If a family member of a deployed soldier has an emergency they need to call the Red Cross in Oklahoma City. Their phone number is (405) 228-9500 or (800) 530-4318.

B. Once the emergency is verified, the Red Cross will call the Oklahoma Military Department-JOC J-1.

C. At that time, we will notify the soldiers unit in Louisiana. The unit will notify the soldier.

D. If the soldier needs to return home, he/she will be returned to Oklahoma as soon as possible.

E. If the soldier is to return home, the soldier will call home before departing Louisiana to coordinate a ride from Will Rogers Air National Guard Base to home of record. If transportation is unavailable by soldier's family, MAJ Iverson in the OMD Family Readiness Office can be contacted to help coordinate transportation. He can be reached at (405) 228-5591 or (405) 228-5060.

10. STATE SUPPORT CHAPLAIN: Family members wishing to speak with the chaplain may call 405-228-5178.

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11. GENERAL RESOURCES:

A. ARMY ONE SOURCE (*Standing by 24 hours a day. All calls answered live.*)

1) Available at no cost to you and your immediate family. Offers support, advice and information on a wide range of personal issues, including: Emotional well-being, Deployment & return, Financial & Legal, Grief & Loss, Addiction and recovery, Everyday issues.

From the U.S.:	800-464-8107
From outside the U.S.:	800-464-81077 (dial all 11 digits)
Collect from outside the U.S.:	484-530-5889
TTY:TDD:	800-346-9188
En espanol, llame al:	800-375-5971

B. Useful Online Resources

OKNG FAMILY PROGRAM:	<a href="http://www.ond.state.ok.us/FamProg/">http://www.ond.state.ok.us/FamProg/</a>
ARMY ONE SOURCE:	<a href="http://armyonesource.com">http://armyonesource.com</a> (User ID: army Password: onesource) OR—Call 800-464-8107
FAMILY READINESS:	<a href="http://www.wblo.org">http://www.wblo.org</a>
NATIONAL GUARD FAMILY PROGRAM:	<a href="http://www.guardfamily.org">http://www.guardfamily.org</a>
NATIONAL GUARD YOUTH:	<a href="http://www.guardfamily.org">http://www.guardfamily.org</a>
VIRTUAL ACS:	<a href="http://www.armycommunityservice.org">http://www.armycommunityservice.org</a>

12. Questions regarding this memorandum should be addressed to the State Family Program Director at: 405-228-5591.



K. SHANE IVERSON  
MAJ, AG, OKARNG  
State Family Program Director